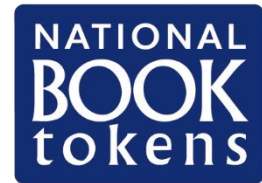


Product Manager

Digital Products, Gift Cards and Innovation



£38,500 basic plus 5% performance related pay and generous pension scheme

National Book Tokens & Record Tokens

This is a varied and fast paced role, central to the successful operation and growth of the business. Part of a small commercial team the Product Manager will be fundamental to the day-to-day operation of a number of product systems as well as having shared responsibility for product development and helping to deliver profitable growth.

Key Responsibilities

- To manage the day-to-day operation of a new gift card product – closely monitoring consumer experience and pinch points, product quality and sales drivers, recognising and helping to define system improvements and ensuring focus on commercial opportunities.
- Helping the business focus on customer needs and market opportunities to develop new product ideas, ranging from simple design changes to more product innovation.
- To become business's product specialist. Working across all existing systems (including gift card systems and product management systems), developing a thorough understanding of the system architecture and thereby advising the business on potential improvements and opportunities.
- Manage product sales analysis. Advising on sales patterns and product availability.
- Working closely with the Ecommerce Manager and Commercial Relationship Manager to grow sales, improve profitability and help them respond to day-to-day system issues and manage change.
- Working closely with our gift card processor, web agency and other 3rd parties.

Experience & Skills

- Analytical with experience of working with business and web-based systems
- Commercially minded and motivated by delivering successful product innovations and sales
- Problem solving with the ability to structure data driven product development proposals
- Effective at managing daily tasks that support and inform colleagues and the business
- Able to initiate and manage projects and to work effectively as part of a small team

Role development

- This is a new role within the company and one which the business sees as developing into a strategic hub. It will involve working closely with the Managing Director and over time taking over management of the product P&L.
- At Book Tokens we have a strong commitment to training, development, and staff well-being. The role offers a fantastic opportunity for skills and career development in a supportive and friendly work environment.

Benefits summary

- Up to 5% performance related
- Generous pension scheme
- Learning and development
- Health care and life assurance

Please apply with a **covering letter and CV**, setting out briefly why you would like this role, what makes you suitable and your availability.

To: mail@booktokens.co.uk